



November 03, 2016

Ms. Annette Hebert, Division Chief  
California Air Resources Board, ECARS  
Emissions Compliance, Automotive Regulations and Science Division  
9480 Telstar Avenue, Ste. #4  
El Monte, CA 91731

Subject: FCA US LLC Customer Satisfaction Notification Report (CSNR) S74-C.

Dear Ms. Hebert:

Enclosed please find FCA US LLC emission related Customer Satisfaction Notification Report S74-C for certain 2014–2016 model year vehicles. If you have any questions, please me at (248) 576-5468.

Sincerely,

A handwritten signature in black ink, reading "Dennis Rakicki". The signature is fluid and cursive, with the first name "Dennis" and last name "Rakicki" clearly distinguishable.

**Dennis Rakicki**  
Vehicle Safety & Regulatory Compliance  
Emissions Compliance

**FCA US LLC**  
CIMS 482-00-81  
800 Chrysler Drive  
Auburn Hills, MI 48326-7922  
Telephone: +1 (248) 576- 5468  
Email: [dennis.rakicki@fcagroup.com](mailto:dennis.rakicki@fcagroup.com)

Enclosures



## FCA US LLC Customer Satisfaction Notification Report (CSNR) S74-C

### Description of vehicles to be recalled:

Test Group	Model(s)	Model Year	California Sales <sup>1</sup>
ECRXT03.05PV	Jeep® Grand Cherokee RAM 1500	2014	3,165
FCRXT03.05PV	Jeep® Grand Cherokee RAM 1500	2015	5,191
GCRXT03.05PV	Jeep® Grand Cherokee RAM 1500	2016	5,741
Total:			14,097

### Description of the non-conformity, and modifications to be made:

Engines in some 2014 MY-2016 MY 3.0L diesel Jeep Grand Cherokee and RAM 1500 vehicles are being replaced due to seized/spun crankshaft bearings. The engine oil change schedule and software calibrations on these vehicles may allow the engine oil to degrade without notifying the operator that an oil change is required. Operating the vehicle with engine oil that has degraded could result in the engine main bearing failure.

FCA US will conduct a Customer Satisfaction Notification (S74) on affected vehicles to do the following to minimize the above noted degradation:

- Reprogram the Powertrain Control Module (PCM) and Transmission Control Module (TCM) with revised software calibrations
- Change engine oil from 5W30 to 5W40 synthetic oil
- Replace oil filter
- Provide an addendum card indicating the change to 5W40 oil recommendation
- Re-label oil filler cap to specify 5W40

### Methods of determining names and addresses, and notifying vehicle owners:

FCA US provides the U.S. VIN list for a specific service action to Polk/IHS for the latest customer name and address information. Polk/IHS searches its internal database, which is updated with information from state databases (such as a state Department of Motor Vehicles). Polk/IHS sends this updated information to FCA US, which is then used to mail letters to the appropriate vehicle owners.

---

<sup>1</sup> Numbers determined from manufacturing records.

FCA US LLC Customer Satisfaction Notification Report (CSNR) S74-C

**Conditions of eligibility for repair under the remedial plan:**

None.

**Procedures to be followed by vehicle owners to obtain the correction:**

The vehicle should be returned to the dealer, which will make the necessary repairs. Owners may obtain the repair service any time after receipt of the notification.

**Class of persons other than dealers and authorized warranty agents who will remedy the defect:**

None.

**Owner Notification Letter:**

Three copies of the Owner Notification Letter are attached.

**System to assure availability of adequate supply of repair parts:**

FCA US will have a minimum of 35 percent of the required parts in stock prior to launch. Dealers can then order parts as required.

**Dealer service instructions:**

Three copies of the dealer service instructions are attached.

**Impact of the proposed changes on emissions, fuel consumption, driveability and safety:**

None.

**Progress reporting:**

The progress of the recall as defined by 13 CCR § 2119 will be communicated through the quarterly reports.



FIAT CHRYSLER AUTOMOBILES

## CUSTOMER SATISFACTION NOTIFICATION

S74

This notice applies to your vehicle (VIN: xxxxxxxxxxxxxxxxx).

Dear: (Name)

At FCA US LLC, we recognize that the success of our business depends on the satisfaction of our customers. We are constantly monitoring the quality of our products and looking for opportunities to improve our vehicles even after they are sold. Because your long-term satisfaction is important to us, we are contacting you on important improvements we would like to make to your vehicle. This will be done at no charge to you.

We are recommending the following improvements be performed on certain 2014 through 2016 model year Jeep® Grand Cherokee vehicles and RAM 1500 pickup trucks equipped with a 3.0L diesel engine.

<i>The problem is...</i>	The engine oil change schedule software calibrations on your vehicle may allow the engine oil to degrade without notifying the operator that an oil change is required. Operating the vehicle with engine oil that has degraded could result in engine main bearing failure. This condition could also illuminate the malfunction indicator lamp.
<i>What your dealer will do...</i>	FCA will repair your vehicle free of charge. To do this, your dealer will reprogram the powertrain control module and transmission control module with revised software calibrations. The engine oil filter will be replaced and the engine oil viscosity will be changed to 5W40. Also a new label indicating the revised engine oil viscosity will be installed on the engine oil fill cap and an addendum card indicating the revised engine oil viscosity recommendation will be inserted into the owner's manual. The work will take about 1½ hours to complete. However, additional time may be necessary depending on service schedules.
<i>What you should do...</i>	Simply contact your Chrysler, Jeep®, Dodge or RAM dealer right away to schedule a service appointment. Ask the dealer to hold the parts for your vehicle or to order them before your appointment. Please bring this letter with you to your dealer.
<i>If you need help...</i>	If you have questions or concerns which your dealer is unable to resolve, please contact the FCA Group Recall Assistance Center at either <a href="http://fcarecalls.com">fcarecalls.com</a> or 1-800-853-1403.
<i>California residents...</i>	The State of California requires the completion of emission recall repairs prior to vehicle registration renewal. Your dealer will provide you with a Vehicle Emission Recall Proof of Correction Form after the recall service is performed. Be sure to save this form since the California Department of Motor Vehicles may require that you supply it as proof that the recall has been performed.

Please help us update our records by filling out the attached prepaid postcard, if any of the conditions listed on the card apply to your vehicle. If you have further questions go to [fcarecalls.com](http://fcarecalls.com).

If you have already experienced this specific condition and have paid to have it repaired, you may visit [www.fcarecallreimbursement.com](http://www.fcarecallreimbursement.com) to submit your reimbursement request online or you can mail your original receipts and proof of payment to the following address for reimbursement consideration: FCA Customer Assistance, P.O. Box 21-8004, Auburn Hills, MI 48321-8007, Attention: Recall Reimbursement. Once we receive and verify the required documents, reimbursement will be sent to you within 60 days. If you've had previous repairs and/or reimbursement you may still need to have the recall repair performed on your vehicle.

We apologize for any inconvenience this service may cause to your schedule. FCA is committed to providing our customers with world class quality products, ensuring that you have a positive dealership experience and following up on any issues and concerns that you may have in a timely manner through our Customer Assistance Center. Thank you for being our customer.

Sincerely,  
Customer Service / Field Operations  
FCA US LLC





November 2016

Dealer Service Instructions for:

## **Customer Satisfaction Notification S74 Engine Oil Viscosity**

Effective immediately all repairs on involved vehicles are to be performed according to this notification. Rapid Response Transmittal (RRT) 16-064 is no longer applicable for the involved vehicles only. Vehicles which previously had RRT 16-064 performed still require S74 to be performed.

### **Models**

2014 - 2016 (DS) Ram 1500 Pickup  
2014 - 2016 (WK) Jeep® Grand Cherokee

*NOTE: This campaign applies only to the above vehicles equipped with a 3.0L Diesel Engine (Sales Code EXF and EXN) built January 14, 2014 through October 11 2016 (MDH 011400 through 101104).*

**IMPORTANT:** Some of the involved vehicles may be in dealer new vehicle inventory. Dealers should also consider this requirement to apply to used vehicle inventory and should perform this campaign on vehicles in for service. Involved vehicles can be determined by using the VIP inquiry process.

### **Subject**

The engine oil change schedule software calibrations on about 237,500 of the above vehicles may allow the engine oil to degrade without notifying the operator that an oil change is required. Operating the vehicle with engine oil that has degraded could result in engine main bearing failure. This condition could also illuminate the Malfunction Indicator Lamp (MIL).

**Repair**

The Powertrain Control Module (PCM) and Transmission Control Module (TCM) must be reprogrammed with revised software calibrations. Also, a new engine oil filter must be installed and **the engine oil viscosity must be changed to 5W40.**

A new label indicating the revised engine oil viscosity must be installed on the engine oil fill cap and an addendum card indicating the revised engine oil viscosity recommendation must be inserted into the owner's manual.

**Parts Information**

<u>Part Number</u>	<u>Description</u>
68358365AA	Oil Cap Sticker
NPN	Owner's Manual Addendum Card
68229402AA	Filter, Engine Oil
68001332PA	Oil, Engine, 5W40 (8 Quarts for WK, 10.5 Quarts for DS)

No parts will be distributed initially. Dealers should order the required parts for each vehicle at the time appointments are scheduled to assure that the parts are available when the customer arrives.

**Parts Return**

No parts return required for this campaign.

**Special Tools**

The following special tools are required to perform this repair:

- NPN wiTECH micro pod II
- NPN Laptop Computer
- NPN wiTECH Software



**Service Procedure****A. Reprogram the Powertrain Control Module (PCM).**

**NOTE:** The wiTECH scan tool must be used to perform this recall. The wiTECH software is required to be at the latest release level before performing this procedure. If the reprogramming flash for the PCM is aborted or interrupted, repeat the procedure. The PCM must be at the latest calibration level after completing this Customer Satisfaction Notification (CSN).

1. Install a battery charger and verify that the charging rate provides 13.0 to 13.5 volts. Do not allow the charger to time out during the flash process. Set the battery charger timer (if so equipped) to continuous charge.

**NOTE:** Use an accurate stand-alone voltmeter. The battery charger volt meter may not be sufficiently accurate. Voltages outside of the specified range will cause an unsuccessful flash. If voltage reading is too high, apply an electrical load by activating the park or headlamps and/or HVAC blower motor to lower the voltage.

2. Connect the wiTECH micro pod II to the vehicle data link connector.
3. Place the ignition in the “**RUN**” position.
4. Open the wiTECH diagnostic application.
5. Starting at the “**Select Tool**” screen, highlight the row/tool for the micro pod II device you are using. Then select “**Next**” at bottom right side of the screen.
6. Enter your “**User id**” and “**Password**”, then select “**Finish**” at the bottom of the screen.

**Service Procedure (Continued)**

7. From the “**Vehicle View**” screen, click on the “**Powertrain Control Module (PCM)**” icon.
8. From the “**PCM View**” screen, select the “**flash tab**” then compare the “**Current PCM Flash Number**” with the “**New Flash Number**” listed on the “**sort table**”.
  - If the “**Current PCM Flash Number**” is the same as the “**New Flash Number**”, continue to **Step 16**.
  - If the “**Current PCM Flash Number**” is not the same as the “**New Flash Number**”, continue to **Step 9**.
9. With the cursor over the desired flash file, click the green arrow button on the right side of the screen to start the update process. Follow the wiTECH “**Screen Prompt**” instructions to complete the reprogramming.
10. From the “**PCM View**” screen, select the “**flash tab**” then compare the “**Current PCM Flash Number**” with the “**New Flash Number**” listed on the “**sort table**”.
  - If the “**Current PCM Flash Number**” is the same as the “**New Flash Number**”, the flash is complete. Continue with **Step 11**.
  - If the “**Current PCM Flash Number**” is not the same as the “**New Flash Number**”, repeat Steps 7 through 10.
11. Clear all Diagnostic Trouble Codes (DTCs).
12. Continue to **Section B. Reprogram Transmission Control Module (TCM)**.

**Service Procedure (Continued)****B. Reprogram the Transmission Control Module (TCM)**

**NOTE:** The wiTECH scan tool must be used to perform this recall. The wiTECH software is required to be at the latest release level before performing this procedure. If the reprogramming flash for the TCM is aborted or interrupted, repeat the procedure.

**CAUTION:** The TCM must first be reprogrammed, second the VIN verification program must be performed, and last the Proxi Configuration Alignment program must be performed. The reprogramming process must be done in this order or the transmission will not operate.

1. From the “Vehicle View” screen, click on the “TCM” icon.
2. From the “TCM View” screen, compare the “Current Electronic Control Unit (ECU) Flash Number” with the “New Part Number” listed on the “sort table”. If the “Current ECU Flash Number” is the same as the “New Part Number” continue to Step 7. If the part numbers are not the same, continue to Step 3.
3. With the cursor over the desired flash file, click the green arrow button on the right side of the screen to start the process.
4. From the “ECU Flash” screen follow the wiTECH screen instructions to complete the reprogramming.
5. Once the flash is complete click the “OK” button on the “ECU Flash” screen.
6. From the “TCM View” screen, compare the “Current ECU Flash Number” with the “New Part Number” listed on the “sort table”. If the “Current ECU Flash Number” is the same as the “New Part Number” the flash is complete. If the part numbers are not the same, repeat Steps 1 through 5. If the part numbers match, continue with Step 7.

**Service Procedure (Continued)**

7. Select “**Misc. Functions**” tab.
8. Highlight “**TCM VIN Verification**” and click on the green arrow to start the process.
9. Follow screen prompts to complete VIN verification process.
10. From the “**Vehicle View**” screen, select the “**Vehicle Preparations tab**”.
11. Highlight “**PROXI Alignment Procedure**” and click on the green arrow to start the process.
12. Follow screen prompts to complete PROXI alignment procedure.
13. Turn the ignition to the “**OFF**” position and close all doors.
14. Unplug the wiTECH micro pod II from the vehicle and wait two minutes for the bus to go to sleep. After the bus is asleep, wait two minutes before reconnecting the wiTECH.
15. Connect the wiTECH micro pod II to the vehicle.
16. Turn the ignition to the “**RUN**” position.
17. Start a wiTECH session.
18. Select the “**Vehicle Preparations**” tab.
19. Highlight “**PROXI Alignment Procedure**” and click on the green arrow to run the “**PROXI Configuration Alignment**” procedure again to see the new PROXI status of all the Electronic Control Units (ECUs).
20. Follow screen prompts to verify the PROXI alignment procedure:
  - If the TCM module is not aligned, repeat Steps 10 through Step 19.
  - If the TCM module is aligned, continue with Step 21.

**Service Procedure (Continued)**

21. Cycle the ignition to the “OFF” position and wait one minute.
22. Place ignition in the “RUN” position.
23. Clear all Diagnostic Trouble Codes (DTCs).
24. Remove the battery charger from the vehicle.
25. Remove wiTECH scan tool from the vehicle.
26. Continue to **Section C. Replace The Engine Oil And Filter.**

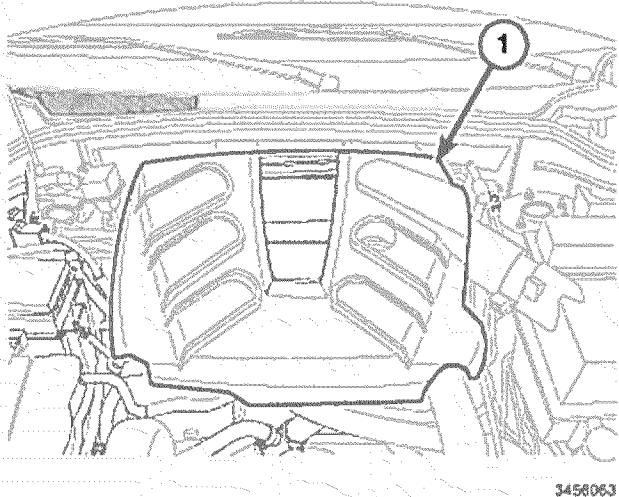
## **C. Replace The Engine Oil And Filter**

1. Run engine for 10 minutes before oil change to warm up the engine oil.

**NOTE:** Any time the oil is drained and filled it is critical to wait 15 minutes before starting the engine.

**NOTE:** Before checking the engine oil level turn the engine off and wait 15 minutes for the oil to return to the oil pan.

2. Position the vehicle on a level surface and turn the engine off.
3. Remove the engine cover (Figure 2).



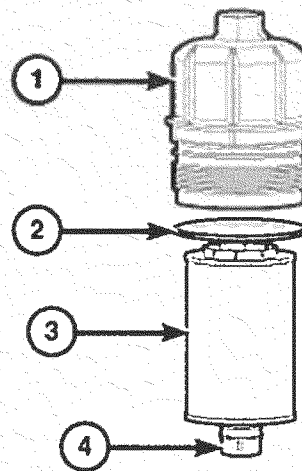
3458063

**Figure 2 – Engine Cover**

4. Place an oil absorbent cloth around the oil filter housing at the base.
5. Rotate the oil filter cap counterclockwise and remove the oil filter and cap (Figure 3).

**CAUTION:** When performing an engine oil change, the oil filter cap must be removed. Removing the oil filter cap releases oil held within the oil filter cavity and allows it to drain into the sump. Failure to remove the cap prior to reinstallation of the drain plug will not allow complete draining of the used engine oil.

**NOTE:** The oil filter is attached to the oil filter cap (Figure 3).



3262978

Figure 3 – Engine Oil Filter

6. While holding the oil filter cover, pushdown on base oil filter to separate from cover and remove the oil filter (Figure 3).
7. Remove and discard O-ring gasket and clean the cap (Figure 3).
8. Using a suitable suction tool, remove the residual oil from oil filter housing.
9. Raise and support the vehicle.
10. Place a suitable drain pan under the crankcase drain plug (Figure 4).
11. Remove the crankcase oil drain plug and allow the oil to drain for at least 5 minutes or until it stops dripping (Figure 4).
11. Inspect the crankcase drain plug threads for stretching or other damage. Replace the crankcase drain plug if damaged.

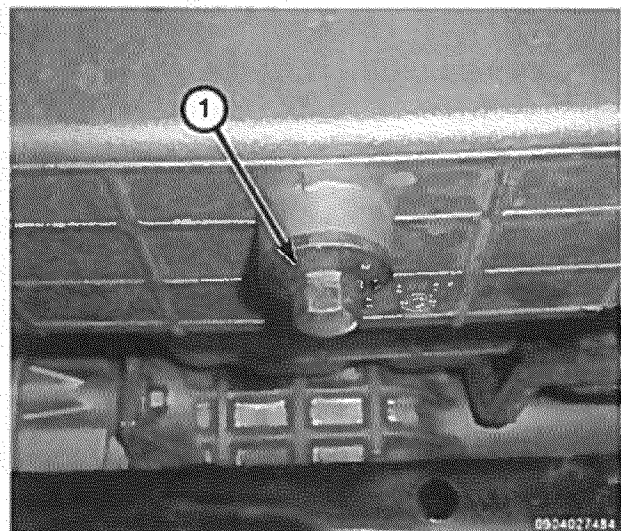
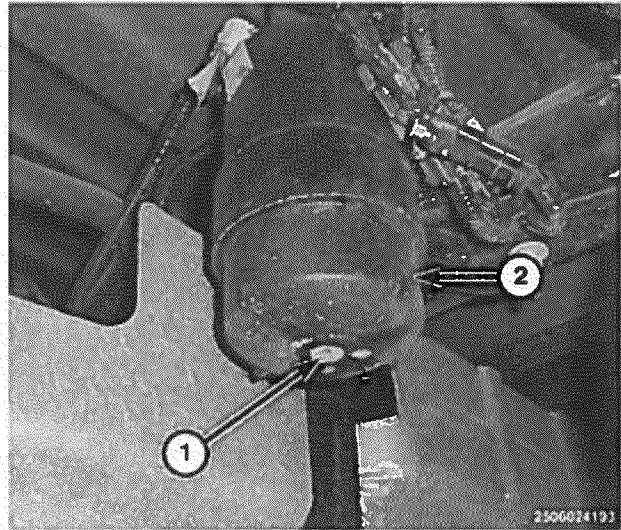


Figure 4 – Engine Oil Drain Plug



12. Install the crankcase oil drain plug (Figure 4). Tighten the plug to 45 N·m (33 ft. Lbs.).
13. Ensure there is no water present in the fuel filter/water separator housing by loosening the drain plug and allowing it to drain (Figure 5).
14. Securely tighten the fuel filter/water separator housing drain plug (Figure 5).



**Figure 5 – Fuel Filter/Water Separator**

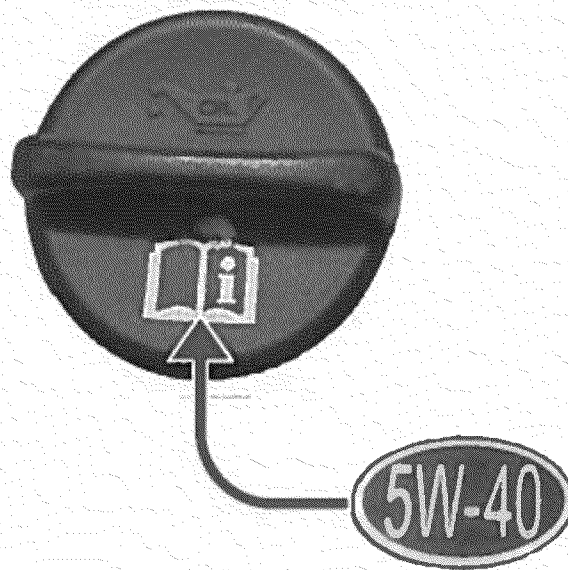
15. Remove the support and lower the vehicle.
17. Lubricate and install the NEW oil filter cap O-ring gasket. Make sure the oil filter cap O-ring is in the correct location (Figure 3).
18. Install the oil filter into oil filter cap (Figure 3).
19. Install oil filter cap and tighten to 25 N·m (18 ft. lbs.) (Figure 3).
20. Remove oil fill cap (Figure 6).

21. Add 5W-40 synthetic engine oil to the engine. Use 10.5 quarts for (DS) Ram trucks and 8 quarts for (WK) Jeep Grand Cherokee. Take care not to spill oil on engine.

22. Clean top of oil fill cap with Isopropyl alcohol or equivalent (Figure 6).

23. Apply engine oil viscosity rating sticker as shown in (Figure 6).

24. Install the oil fill cap with the new 5W-40 sticker firmly attached (Figure 6).



**Figure 6 – Engine Oil Fill Cap**

25. Start the engine and run for 1 minute while inspecting for leaks.

26. Shut the engine off and wait five minutes for oil to drain down to sump.

27. Verify the engine oil level is correct. Oil level must be at "MAX" level +/- 2 mm (Figure 7).

28. Install the engine cover (Figure 2).

29. Insert addendum card into owner's manual.

30. Reset the oil change indicator **Section D. Reset Oil Change Indicator.**



**Figure 7 – Fuel Filter/Water Separator**

## **D. RESET OIL CHANGE INDICATOR**

Reset the Oil Change Required indicator using the following procedure:

**NOTE:** Use the steering wheel EVIC controls for the following procedure(s).

**NOTE:** If the Oil Change Required indicator message illuminates when the engine is started, the indicator did not reset. If necessary, repeat the appropriate procedure.

### **Vehicles Equipped With Passive Entry**

1. Without pressing the brake pedal, press the ENGINE START/STOP button and cycle the ignition to the ON/RUN position (do not start the engine.)
2. Press and release the DOWN arrow button to scroll downward through the main menu to "Vehicle Info".
3. Press and release the RIGHT arrow button to access the "Oil Life" screen.
4. Press and hold the RIGHT arrow button for one second to access the "Oil Life Reset" screen.



5. Press and release the DOWN arrow button to select “Yes”, then press and release the Right arrow button to select reset of the Oil Life.
6. Press and release the UP arrow button to exit the EVIC screen.

### **Vehicles Not Equipped With Passive Entry**

1. Without pressing the brake pedal, cycle the ignition to the ON/RUN position (do not start the engine.)
2. Press and release the DOWN arrow button to scroll downward through the main menu to “ Vehicle Info”.
3. Press and release the RIGHT arrow button to access the ” Oil Life” screen.
4. Press and hold the RIGHT arrow button for one second to access the ” Oil Life Reset” screen.
5. Press and release the DOWN arrow button to select “Yes”, then press and release the Right arrow button to select reset of the Oil Life.
6. Press and release the UP arrow button to exit the EVIC screen.

### **Complete Proof of Correction Form for California Residents**

This campaign is subject to the State of California Registration Renewal/Emissions Recall Enforcement Program. Complete a Vehicle Emission Recall Proof of Correction Form (Form No. 81-016-1053) and supply it to vehicle owners residing in the state of California for proof that this campaign has been performed when they renew the vehicle registration.

**Completion Reporting and Reimbursement**

Claims for vehicles that have been serviced must be submitted on the DealerCONNECT Claim Entry Screen located on the Service tab. Claims submitted will be used by FCA to record Customer Satisfaction Notification service completions and provide dealer payments.

Use one of the following labor operation numbers and time allowances:

	<b><u>Labor Operation Number</u></b>	<b><u>Time Allowance</u></b>
Replace (WK) change oil, update software and install addendum card.	09-S7-41-82	x.x hours
Replace (WK) change oil, software previously updated, install addendum card.	09-S7-41-83	x.x hours
Replace (DS) change oil, update software and install addendum card.	09-S7-41-84	x.x hours
Replace (DS) change oil, software previously updated, install addendum card.	09-S7-41-85	x.x hours

Add the cost of the parts package plus applicable dealer allowance to your claim.

NOTE: See the Warranty Administration Manual, Recall Claim Processing Section, for complete claim processing instructions.

**Dealer Notification**

To view this notification on DealerCONNECT, select “Global Recall System” on the Service tab, then click on the description of this notification.

**Owner Notification and Service Scheduling**

All involved vehicle owners known to FCA are being notified of the service requirement by mail. They are requested to schedule appointments for this service with their dealers. A generic copy of the owner letter is attached.

Enclosed with each owner letter is an Owner Notification postcard to allow owners to update our records if applicable.

**Vehicle Lists, Global Recall System, VIP and Dealer Follow Up**

All involved vehicles have been entered into the DealerCONNECT Global Recall System (GRS) and Vehicle Information Plus (VIP) for dealer inquiry as needed.

GRS provides involved dealers with an updated VIN list of their incomplete vehicles. The owner's name, address and phone number are listed if known. Completed vehicles are removed from GRS within several days of repair claim submission.

To use this system, click on the "Service" tab and then click on "Global Recall System." Your dealer's VIN list for each recall displayed can be sorted by: those vehicles that were unsold at campaign launch, those with a phone number, city, zip code, or VIN sequence.

**Dealers should perform this repair on all unsold vehicles before retail delivery.** Dealers should also use the VIN list to follow up with all owners to schedule appointments for this repair.

*VIN lists may contain confidential, restricted owner name and address information that was obtained from the Department of Motor Vehicles of various states. Use of this information is permitted for this notification only and is strictly prohibited from all other use.*

**Additional Information**

If you have any questions or need assistance in completing this action, please contact your Service and Parts District Manager.

Customer Service / Field Operations  
FCA US LLC

